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CONFIRMATION NO. 5332

<b>SERIAL NUMBER</b> 10/691,118	<b>FILING OR 371(c) DATE</b> 10/21/2003 <b>RULE</b> 1.47	<b>CLASS</b> 379	<b>GROUP ART UNIT</b> 2614	<b>ATTORNEY DOCKET NO.</b> 021479-000300US	
<b>APPLICANTS</b> Sudeep Rikhy, Fremont, CA; Paul Rudnick, Danville, CA;  <b>** CONTINUING DATA *****</b> None Bdt <b>** FOREIGN APPLICATIONS *****</b> None Bdt  <b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED** SMALL ENTITY **</b> ** 01/20/2004					
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance Verified and Acknowledged <i>[Signature]</i> Examiner's Signature Initials		<b>STATE OR COUNTRY</b> CA	<b>SHEETS DRAWING</b> 9	<b>TOTAL CLAIMS</b> 31	<b>INDEPENDENT CLAIMS</b> 3
<b>ADDRESS</b> 20350					
<b>TITLE</b> "Pull" architecture contact center					
<b>FILING FEE RECEIVED</b> 549	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		